



Coaching Guide

Accessing Michigan Courts: The Big Picture Workshop

April 2004

Table of Contents

Purpose of this Coaching Guide.....	2
Course Overview.....	2
Course Objectives	3
Prerequisites	3
Pre-work.....	3
Post-work	4
Tools Learners Will Receive	4
Coach's Action Item Checklist.....	5
Coach's Evaluation of Learning	6

Purpose of this Coaching Guide

This guide is intended to help structure and support your staff training experience.

By following the proposed action plan, you will be able to:

- Prepare your staff for the “Accessing Michigan Courts: The Big Picture” Workshop.
- Debrief the course with them after they have completed it.
- Follow up on action plans created during the course.
- Support improved on-the-job performance.

Read through the materials in this guide, and then follow the instructions in the last section, “Coach’s Action Items.” By using the ideas and tips in this guide, you will help those you coach retain the concepts and information learned in the course and their ability to apply what they have learned to their jobs.

Course Overview

Providing equal access to the Michigan Court System is an important duty of every trial court employee. In order to help the public access the courts, court employees must be familiar with the various trial courts in the Michigan Court System and their functions.

The Accessing Michigan Courts Workshop is designed to provide court support personnel the skills and confidence necessary to fully understand how the court they support fits into the bigger picture of the judicial branch of government.

Course Objectives

By the end of this course a participant will be able to:

- Identify the three separate branches of government and recognize under which branch specific agencies in the criminal justice system fall.
- Understand how actions taken by the courts impact their funding units, the media, the bar, and other criminal justice agencies.
- Respond proactively to requests for information from court users, recognizing that courts do not operate in isolation.
- Understand the difference between jurisdiction and venue.

Prerequisites

Court support personnel need to have worked on the job for at least 2 weeks before completing this workshop.

Pre-work

There is no pre-work associated with this workshop.

Post-work

As a coach, you should discuss the employee's action plan during your follow up coaching session.

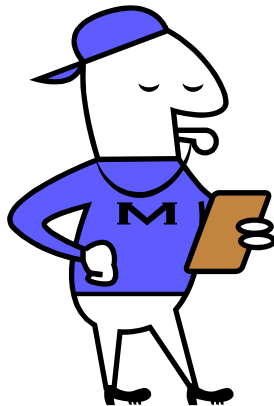
Tools Learners Will Receive

As part the Accessing Michigan Courts Workshop, participants will receive a job aid for trial court support personnel which provides an overview of the Michigan Court System and serves as a reference guide to direct the public to the correct court and court location.

Coach's Action Items Checklist

Before Training:

- ☐ Schedule a meeting with the participant to discuss the objectives of this course.
- ☐ Ask the participant to bring his/her pre-work (if applicable)
- ☐ Prepare the participant for the course by asking:
 - How do the objectives relate to your job performance?
 - What objective(s) will have the most impact on your performance? Why?
 - What goals do you have for this course?
- ☐ Encourage full participation by ensuring the participant's job duties are covered during training.



After Training:

- ☐ Schedule a meeting with the workshop participant to discuss the training.
- ☐ Ask the participant to bring his/her course materials and notes.
- ☐ Review the course by asking any or all of the following:
 - Were your expectations for this course met?
 - What did you learn?
 - How do you plan to apply what you have learned?
 - What can I do to help you be successful?
 - How will the course concepts and tools help you meet your performance goals?
- ☐ Agree on action items for your staff member
- ☐ Set expectations for continued coaching interactions and agree on the day and time you will meet again to discuss progress during your next coaching session.

Evaluation of Learning

Court Name: _____ Date: _____

Participant's Job Title: _____

Coach's Job Title: _____

To ensure that this workshop met the expectations of the participant and adds value to the way your court functions, MJI would appreciate your feedback. Please take a few minutes to complete the following evaluation based on your post-training conversation with the workshop participant.

Strongly Disagree —————> Strongly Agree

- | | | | | | |
|---|---|---|---|---|---|
| 1. Participant's expectations were met | 1 | 2 | 3 | 4 | 5 |
| 2. Participant can apply concepts learned | 1 | 2 | 3 | 4 | 5 |
| 3. Tools provided during training are useful | 1 | 2 | 3 | 4 | 5 |
| 4. Participant has a developed action plan | 1 | 2 | 3 | 4 | 5 |
| 5. Participant understands how skills trained
will help him/her meet performance goals | 1 | 2 | 3 | 4 | 5 |

Additional Comments:

Fax to Michigan Judicial Institute
ATTN: Sheila Kallish 517-373-7615